IVX® 20

User's Guide

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Rev. B

We Make It Easy To Communicate

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders. In fact, ESI also creates telecommunications products for major companies to market under their well-known brand names.

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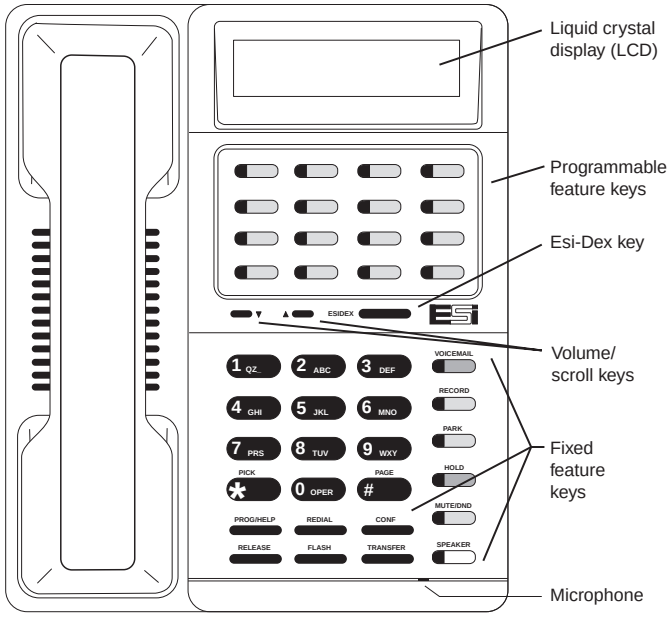
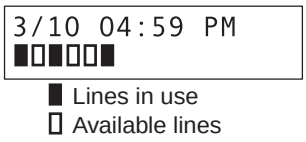
Digital Feature Phone operation

Your **IVX 20 Digital Feature Phone** is equipped with a speakerphone for hands-free conversation, an LCD display for call handling status, and both fixed and programmable feature keys for simplified operation. Its built-in voice mail features and voice prompting makes it easy to program and use.



Liquid crystal display (LCD)

When your phone (or **station**) is not in use, the **liquid crystal display** (LCD) will show the current date and time, activated features such as DND (do not disturb) and the system's current line usage.



Each block on the bottom line of the display will represent an individual line. Incoming calls usually are assigned beginning with Line 1 at the far-left line indicator. Outgoing calls are assigned from the highest numbered line beginning at the far right.

As you use your Digital Feature Phone, its display changes frequently to provide detailed information during call processing and voice mail operations.

Caller ID

If you subscribe to Caller ID from your telephone service provider, the phone's display will show an outside caller's name and/or number.[1] In some instances, the service provider can send only a general caller status such as **UNAVAILABLE, PRIVATE,** or **NO DATA SENT.**

Programmable feature keys

The 16 **programmable feature keys** at the top of the phone have been pre-programmed by the installer. You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROG/HELP, 0, 3** and any key to verify the current settings (see "Station programming," page A.25).

[1] If you do not subscribe to Caller ID, the LCD will show which line is receiving the call, instead of the caller's name or number.

Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **PROG/HELP** and **MUTE/DND** keys have two purposes each; however the IVX 20 phone system will govern this by permitting only the appropriate function when either is pressed, depending on the circumstances at that moment.

LED lamps

The LEDs associated with the programmable and fixed keys aid in determining the status of their function. In general green indicates a function associated with your phone while red indicates an occurrence at another station. A solid lamp indicates in use, blinking means an action is required such as ringing or holding and a fast blink means immediate action — *e. g.,* a blinking red key is a call ringing at another station. Blinking green is ringing at your station.

Help mode

IVX's **Help mode** — a carefully conceived combination of spoken information, display readouts and even key illumination when appropriate — is a powerful tool to help you learn how to use the system's many features.

Tutorial

When your station is idle, press **PROG/HELP, 0**, and then follow the spoken Help menu to:

- Learn how to use the phone
- Learn how to use voice mail features
- Hear a description of how any key is used
- Hear a complete tutorial on phone operation

Help during station programming

Press **PROG/HELP** while programming a function to hear a detailed description of the function.

Help during a call

Press **PROG/HELP** while on a call and this will place the call on hold, whereupon you can use Help mode to hear a description of the function you wish to perform. When you exit Help mode, you will be reconnected to the call.

While you are either in Help mode or programming your phone, your station will be temporarily placed in DND (see "Mute and DND," page A.4). Anyone calling your station while you are in DND will be forwarded to your mailbox (or other destination set by the installer).

Exiting Help mode

To exit Help Mode, simply hang up.

Extensive user help is always available
on the **ESI Web site** at **www.esi-estech.com**.

Dial tone

When you first lift your handset, you will hear an **internal dial tone** that allows you to call other stations or perform other internal functions. To gain an **outside** dial tone, dial **9** (or **8** or **7**)[2] or press a programmable feature key that has been set as a line key. (A line key, when pressed, automatically gains an outside line. Consult your system's Administrator if you have questions.)

SPEAKER key

For hands-free conversation, use the **SPEAKER** key.

If you press **SPEAKER** when an outside call rings, this will connect you to the caller via your phone's built-in speakerphone and light the **SPEAKER** LED (light-emitting diode).

While using the handset, pressing **SPEAKER** and hanging up the handset will switch the caller to your speaker. To revert to the handset from speakerphone mode, lift the handset again.

Group listening

To have a handset conversation along with the caller's voice broadcast over your speaker, press **SPEAKER** while on a handset conversation **but do not hang up the handset.**

Hands-free answer (internal calls only)

You can program your phone either to enable or disable **hands-free answer** (**PROG**/**HELP** 3 5).

With hands-free **enabled**, an internal call to your station generates a short ring and a double connect tone, then automatically connects the caller to your speakerphone.

With hands-free **disabled**, an internal call to your station generates a single ring cadence.

Note: Outside calls ring with a **double** ring cadence.

Volume/scroll keys

The two smaller keys just above the dialpad labeled ▼ and ▲ serve two purposes:

- **Adjusting the volume** heard through the handset and speaker — Your phone will maintain the chosen volume setting until you change it.
- Serving as **scroll keys** for operations, such as Esi-Dex or programming, that may show several entries on the display.

[2] What you dial to reach an outside line depends on your system's particular setup. If you're not sure, consult your Administrator.

Mute and DND

Mute

To disable your handset or speaker microphone during a conversation (either with the handset or speaker), press **MUTE/DND**. While the mute function is activated, the **MUTE/DND** LED will blink rapidly and the display shows "MUTED."

DND

When your phone is idle and you wish to make sure its calls go straight to voice mail, press **MUTE/DND** to toggle your phone in or out of do-not-disturb mode. The display will show "DND" and the **MUTE/DND** LED will glow amber.

Note: If you press **MUTE/DND** while your phone is ringing, this forwards the call to your voice mailbox (see "Voice mail operation," page A.17) and your station will be placed in DND.

Basic phone use

Outside calls

To answer (double-ring cadence): Lift the handset **or** press **SPEAKER**.

To place: Lift the handset **or** press **SPEAKER**. Then either press an unlit line key or dial **9** (or **8** or **7**) to be assigned an outside dial tone.

> **Shortcut:** From idle, press a line key dial **9** (or **8** or **7**); IVX automatically turns on the speakerphone and you hear an outside dial tone. Then dial the number.

To hang up: Replace the handset **or** press **RELEASE or** — if using the speakerphone — press **SPEAKER**.

Internal calls

To answer (single-ring cadence): In hands-free mode, answer directly through the speakerphone **or** pick up the handset. Or, to answer a ringing call, lift the handset **or** press **SPEAKER**.

To place: Lift the handset and dial the extension number **or** press a station key (see "Direct station select (DSS)," page A.5).

> **Shortcut:** Press a station key or dial the extension number; IVX automatically turns on the speakerphone.

To hang up: Replace the handset **or** press **RELEASE or** press the station key again **or** — if using the speakerphone — press **SPEAKER**.

Direct station select

Programming some of the Programmable Keys as **station keys** will provide direct access to those stations as well as providing lamp information as to their status. The **station keys'** LEDs indicates the status of the station assigned to each key:

If a station key's LED is . . .	The station assigned to that key is . . .
Unlit	Available; currently unused
Red; steadily lit	In use
Red; blinking	Ringing from another call
Green; steadily lit	Connected to you (including via voice mail)
Green; blinking	Ringing from your call
Amber; steadily lit	In DND mode

To call another station programmed into one of your station keys:

1. Press an available (unlit) station key.
2. The called station will sound a short ring followed by a double connect tone.
3. IVX will activate the called station's speakerphone (**or** the station will ring **if** that station's user has hands-free answer disabled).
4. To disconnect when finished, either:

   (a.) Replace the handset.
   or
   (b.) (if in hands-free mode) Press the station key again.
   or
   (c.) Press **RELEASE.**
   or
   (d.) Press **SPEAKER** (if in hands-free mode).

If you press a station key that is in use (red; steadily lit) you will "camp onto" the station, indicating to the other user, via his/her phone's display, that you are waiting (see "Call waiting," page A.8).

If you press a station key that is in DND (amber; blinking slowly), you will be forwarded directly to the user's mailbox.

Transferring an outside call . . .

To another station

Blind transfer

1. While connected to an outside call, press a station key (**or** press **TRANSFER** and then dial the extension number).
2. Hang up immediately to perform a **blind transfer.**

Note: If the called party does not answer, the caller will be forwarded either to the called party's mailbox or another destination you have forwarded your phone to.

Supervised transfer — announcing the caller to the called party

1. Do **not** hang up (as in "Blind transfer," above); instead, wait until the called party answers.
2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up.

This is a **supervised transfer.**

Note: If the transferred-to party does not answer in step 1, press the station key again **or** press **FLASH** to be reconnected to the original caller.

To a voice mailbox

Transferring a caller to a mailbox to leave a message

1. Press **VOICEMAIL** and the appropriate station key — or, if your phone has no station key programmed for this destination, press **VOICEMAIL** and **TRANSFER**, and then dial the extension number.
2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.,* to assure yourself that you have placed the caller into the correct mailbox).

Note: Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a user to his/her own mailbox for message pickup

You can transfer a user who's calling from the outside directly to his/her mailbox for message pick-up by pressing **VOICEMAIL**, ***** and the appropriate Station Key, **or** dialing the mailbox number and hanging up.

To the main greeting

To transfer an outside caller to the main greeting, press **VOICEMAIL** and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.
2. Press **CONF.** This places the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, press **CONF** again to connect the three of you together.
5. Repeat these steps to add additional parties to the conference.

If the newest added-on party does not answer, press his/her station key again or press **FLASH** to return to the original conferees. If you place any incoming caller on **park** (see "Park/hold operation," page A.9) or hold, you can add that caller, too, to the conference by pressing **CONF**, retrieving the call from park or hold and pressing **CONF** again.

Any member of the conference can drop out by simply hanging up. However, when the station that created the conference hangs up, all parties in the conference are disconnected. An individual station (or line) connected to the conference can be dropped from the conference by pressing its station (or line) key (lit green).

Note: A total of eight parties can be in conferences within the system at any one time. **No more than four parties can be in a single conference.**

Call forwarding

Calls to your station when it is busy or does not answer will forward to your mailbox. However, you can temporarily call-forward all of your calls to another station or another user's mailbox:

1. Lift the handset.
2. Dial **5 6 5.**
3. Dial the extension number (or **VOICEMAIL** and then the mailbox number) to which the system should forward all calls.

Note: If the forwarded-to station is busy or does not answer a forwarded call, the call will be returned to **your** mailbox.

To **turn off** call forward, dial **5 6 5** without selecting a destination and hang up.

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number. (For more information, see "Programmable feature keys," page A.26.) The call forwarding key will be solid green to indicate that it is active.

Call waiting

If you have enabled **call waiting** for your station (**PROG/HELP 3 1**) and a second call comes in while you are on another, you'll hear a tone in your earpiece and the bottom line of your display will indicate that a second call is waiting. You can ignore the call waiting and it will be transferred to your mailbox.
To **toggle between** the two calls, press **FLASH**.
To **drop** either call, press **RELEASE** while connected to the call to be dropped: this disconnects the call and automatically re-connects you to the other call.

Call waiting display

Be sure to check the display when you're using call waiting. The top line shows the name or number of your original call (depending on how the call was created) and the call duration. The bottom line shows the name or number of the call waiting along with the duration of that call. The arrow on the display will move between the top and bottom line, indicating to which call you are connected. In the example shown below, you're connected to XYZ Company.

```
→XYZ COMPAN 4:12
 SMITH, JOE 0:31
```

Note: If Caller ID is not used, the Line number will appear instead of the caller's name or number. If Caller ID is used, in some instances the local telephone service provider will only show a general caller status such as Unavailable, Private, or No Data Sent.

Station-to-station call waiting

You can call, or transfer a call to, another station that is in use (as indicated by the fact that its station key, if one exists for it on your Digital Feature Phone, is glowing red). This generates a call waiting tone in the other station's earpiece and puts a call waiting indication on the bottom line of that station's display, as explained in "Call waiting display" *(above)*. If the person ignores the call waiting, your call or the transferred call will be forwarded to the person's mailbox (or other destination set by the installer).

Background announce

During call waiting, you can also make a brief, private **background announcement** to the station's earpiece (if the station user has enabled background announce; see "Station options," page A.28). A background announce key must have been programmed at your station by programming code 569 at a Programmable Feature Key (see "Programmable feature keys," page A.26).

1. During call waiting as described above, press and hold the programmed announce key to speak; the key will be green if background announce is permitted or red if it isn't permitted. The called station will hear your voice over the outside party's voice. The outside caller, however, cannot hear you.
2. Release the key when finished speaking.

Note: The background-announce feature works only between Digital Feature Phones, only if the called party has allowed background announce, and if the called party is using their handset. The background announce key will be green (only if these conditions are met) indicating that a background announce can be made.

Park/hold operation

The difference between park and hold

Your Digital Feature Phone lets you put a call on either *park* or *hold*. Each puts a call into a standby mode, but here's the difference between the two:

- **Park** allows **anyone** on the IVX system to retrieve the call. The system stores parked calls at the Line so that each line can be parked.
  For example, if you need to transfer a call to another station and know the person is in the building but not at his/her desk, you might page him/her to pick up a "call on Park One."
- **Hold** keeps the call exclusively at your station, allowing **no** other station to retrieve it.

Park

To park a call

While on an outside call, press the **PARK** key to park the call. The display will momentarily indicate "PARKED ON: X" (where *X* is the line number).

```
2023456562  1:43
PARKED ON:     6
```

If your phone has line keys programmed, the corresponding line key will blink green. If your phone has line keys programmed, the corresponding line key will blink green. On other phones the corresponding line key will blink red.

Note: The line numbers of calls that you have parked will remain displayed on the bottom line of **your** display until retrieved.

To retrieve a parked call

From any idle phone, press **PARK** and dial its line number (*e.g.,* press **4** for Line 4)**.**

Note: You can retrieve the oldest parked call by pressing **PARK** and then **0.**

If your phone has any line keys programmed (see "Programmable feature keys," page A.26), each will **blink red** when a call is parked on its lines; in such cases, just press that line key to retrieve the parked call.

The display will help you choose the line number to retrieve. After you press **PARK**, the top line of the display will show how many calls are parked and the bottom line of the display will show all parked calls in the system. Newly parked calls are added from the right side of the display.

```
CALLS PARKED: 2
           R4  6
```

Oldest (and recalling) Newest

Hold

To place a call on hold

Press **HOLD** to place an outside call on hold exclusively for the station you're using. The **HOLD** LED will blink green. If your phone has line keys programmed, the corresponding line key will also blink green (it will show as busy at all other stations).

To retrieve a held call

To reconnect to a call on hold, press **HOLD** (blinking green) again. Or, if your phone has line keys programmed, press the corresponding (blinking green) line key.

Park/hold recall

If a parked or held call is not retrieved within a certain period of time (set by the installer), your phone will "recall" it. You'll hear three short ring tones and the LCD display will show "PARK RECALL X" (where *X* refers to the line involved) or "HOLD RECALL":

To answer the recall, lift the handset or press **SPEAKER.** To perform another action — such as placing an outside call — during a recall, you must first answer the recall and transfer it, park again, etc., and then place the call. An "R" will appear on other phones' display to indicate that the call is being recalled.

Paging

The IVX system can be programmed to allow **paging** through an overhead paging system and/or paging through some (if page zones have been created) all of the system's Digital Feature Phone speakers.

Overhead paging

Station number 199 is designated as the OH paging port. If IVX has been connected to an overhead paging system, you can page by dialing 199 and making your announcement after the tones. If you frequently page, program a Programmable Feature Key with 199.

Paging through phones

Press **PAGE 0** to page through all of the Digital Feature Phone speakers. Press **PAGE** and then **1, 2,** or **3** to access a programmed paging zone. (See the Administrator for a list of page zones.) An overhead page system could have been added by the Installer to one or more of these page zones.

Note: Phones in use will not carry a page through their speakers.

To page for pickup of an outside call

To page someone to pick up an outside call:

1. Park the call by pressing **PARK**.
2. Verify the line number from the display
3. Page the party and announce the park location for retrieval. For example: "Sarah, you have a call on Park Two. Sarah, Park Two, please."

Call pickup

From your station, you can answer a call ringing at another station or department by pressing **PICK UP**, then the appropriate ringing station key (if the destination is programmed into one of your keys; see "Programmable feature keys," page A.26).

During **night mode** (see page A.16), if a night bell is in use instead of the night auto attendant, press **PICK UP 0** to access the ringing outside call.

FLASH key

The **FLASH** key serves several purposes:

- **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH** to automatically disconnect and receive fresh **outside** dial tone. (See also "**RELEASE** key," below.)
- **Sending a flash hook signal** — If operating behind *Centrex*[3] or a *PBX*, press **FLASH** to transmit a *flash hook signal* automatically to either the phone company's central office or the host PBX. Either may use this signal to provide you with additional features.
- **Toggling between calls** — If you hear a call waiting tone while on a call, press **FLASH** to toggle between the two calls.

REDIAL key

The **REDIAL** key allows you to automatically call a stored name and number as shown below:

To . . .	Press REDIAL . . .
Redial the last number called	• When your station is idle . . . or . . . • After first lifting the handset or pressing **SPEAKER**
Automatically return a message	During message playback with Caller ID

RELEASE key

The **RELEASE** key serves several purposes:

- If pressed when connected to a call through the handset, it disconnects the call and gives you **internal** dial tone.
- If pressed when you're connected to a call via the speakerphone, it disconnects the call.
- If pressed during call waiting, it drops the current call and automatically connects to the waiting call.

[3] A special service your phone company may offer. See your Administrator for further details.

Esi-Dex

Esi-Dex ("easy Dex") is a powerful feature that allows you to access and auto-dial stored names and numbers. You may access names and numbers from three different sources:

Dex	Source
Personal Dex	Names that **you** have stored for your use (see "Adding names to your Personal Dex," page A.12)
Station Dex	All station, department, and guest mailbox names programmed by the Installer
System Dex	All system speed-dial names set up by the Administrator

Auto-dialing using Esi-Dex

While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the desired Dex:

```
3/15 10:12 AM
PERSONAL DEX
```

```
3/15 10:12 AM
STATION DEX
```

```
3/15 10:12 AM
SYSTEM DEX
```

Note: The System Dex is not available if the Administrator has programmed no system-wide speed-dial numbers.

Choose the desired name from the selected Dex, using one of the two following methods:

Press repeatedly . . .	To . . .
▼ or ▲ **(scroll keys)**	Scroll through all names in the list from the beginning or end
A dialpad key	Scroll through only the names that correspond to the three letters on the key.

When the desired name and number appears, press **ESI-DEX** again to dial the number.

```
ELDRIDGE CORP
5559409434
```

Adding names to your Personal Dex

Caller ID method

Whenever a Caller ID name appears on your LCD display (while talking on an incoming call or during message retrieval) press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:

```
XYZ COMPANY 3:21
   CID STORED
```

Note: In the display shown here, *CID* stands for *Caller ID*.

Manual method

While your station is idle, press **ESI-DEX** to select Personal Dex then press #. Input the name and then the number as prompted (if needed, use the **PROG/HELP** Key for assistance):

```
ADD-A-NAME NAME:
```

1. To enter each character for the **name**, press the dial pad key that includes the desired character. The key's possible character entries will change each time you press the key.
2. When the desired character is displayed, press **#** to confirm the character. The cursor will move to the next character position. Use the **▼/▲ keys** to back up or to insert a space.

   Example: To enter a *B*, press **2** twice (the possible options to scroll through are *A, B, C, 2)*. When *B* appears, press **#** to confirm and move to the next entry.
3. Repeat steps 1–2 until the name is complete. (You may enter 15 characters.)
4. Press **#** again when finished entering the name.
5. Now, enter the **number** — including, if necessary, the line access code *9* (or *8* or *7)*.

   Note: To insert a two-second pause, press **CONF**.
6. Press **#** to confirm the entry.

Deleting names from your Personal Dex

Select the name to delete (using the procedure described in "Auto-dialing using Esi-Dex," page A.12) and press ***** (or **HOLD**) to delete.

Using Esi-Dex: An example

Let's say you're on a phone call from the XYZ Company — *XYZ COMPANY* appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX.** Your display confirms the information has been stored. Now, to call the XYZ Company in the future:

1. Press **ESI-DEX** until you see *PERSONAL DEX* on the display.

   ```
    3/15 10:12 AM
   PERSONAL DEX
   ```
2. Press **9** (corresponding to *WXY)*. The display shows the first stored name starting with *W, X* or *Y*.

   ```
   WALTON AND SONS
   9095551020
   ```
3. Continue to press **9** until *XYZ COMPANY* appears in the display.

   ```
   XYZ COMPANY
   3185559421
   ```
4. Press **ESI-DEX** again. This dials the number for the XYZ Company.

Important: The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your Administrator if you need further assistance.

System speed-dialing with Esi-Dex

If your Administrator has programmed system speed-dial numbers, you can access one of these numbers **either** via Esi-Dex, as explained in the foregoing discussion, **or** auto-dial it by dialing its corresponding three-digit access number (in the range 600–699).

Example: If an out-of-town factory location has been programmed as system speed-dial access number 605, you can lift the handset, receive internal dial tone, dial **6 0 5** and this will automatically dial the factory's number. You may also program 605 (in this example) as a programmable feature key (see page A.26).

Message monitor mode (live call screening)

Message monitor mode, also known as **live call screening,** lets you hear a caller leaving a message in your mailbox — just as with your home answering machine. You turn this feature on or off as part of user programming (**PROG/HELP 3 6**). While you hear the caller through your speaker, you have the following options:

Option	Result
Lift the handset	You intercept the call
Do nothing	The system records the message to your mailbox for your later retrieval
Press **MUTE**	Temporarily mutes your speaker (the system continues to record the message to your mailbox)

Note: During monitor mode, you will hear a call ring, then subdued ringing while the caller is hearing your personal greeting, then their message. You can intercept the call at any time.

Personal greeting reminder

If you frequently change your **personal greeting,** use this option; it sets your station to help remind you of your current personal greeting. The first time you use your phone after it has been idle (for the period of time you programmed in this function), the system will automatically play your current personal greeting (and given the option to change it). The range is 0 (no reminder) to 500 hours. To make this setting, press **PROG/HELP 3 2**.

Example: If you change your personal greeting only when out of town for a few days, set the reminder interval to 60 hours; you'll be reminded if your phone has not been used for three days. Set it for 36 hours and you will be reminded every Monday morning or if you are away for a couple of days. If you change your greeting several times a day, set the reminder for about 3 hours.

Headset operation

You can use your phone with a headset connected to the handset jack. You must have a headset key programmed as one of your programmable feature keys (see "Other feature keys," page A.27) to be used to connect or disconnect from a call.[4] The key will **blink** green when a call is ringing and **glow** green when connected. You turn Headset Mode on or off as part of user programming (**PROG**/**HELP** 3 3).

Outside dial tone preference

If you make mostly outside calls, you may find this setting helpful. It tells your station to connect automatically to an available outside line; *i.e.,* you don't have to dial **9** (or **8** or **7**) before the phone number. Therefore, when you lift the handset or press **SPEAKER**, you will receive an outside dial tone right away. To set this, press **PROG**/**HELP** 3 4.

Note: To place an **internal** call while in this mode, press the appropriate station key **or** (a.) press **TRANSFER** to switch to internal dial tone and (b.) then dial the extension number.

Line keys

Usually, line keys have been programmed on the upper most keys of your programmable feature keys (or you can program line keys using **PROG**/**HELP** 2), press an unlit key to access the line. An outside call transferred to your station can be answered by simply lifting the handset or pressing **SPEAKER**. You do not have to press the line key. The LED indications for the line keys are:

LED	Line status
Glowing red	In use
Green	Connected to your station
Blinking red	Ringing at another station Parked by another station
Blinking green	Ringing at your station Held or parked by you

Note: Dialing **9** (or **8** or **7**) to be assigned a line automatically is always available.

Private line

If a **private line** has been assigned to your station, you must have a line key programmed in order to access it.

[4] You may also use **RELEASE** to disconnect; see "**RELEASE** key," page A.11.

Optional features

The following **optional** features **may** be accessible from your station. See the Administrator for details. In many of the cases you can dial the appropriate feature code (one that starts with **5**), to activate or use the feature. In some instances, you must use a programmable feature key to serve as an on/off key for the feature (see "Programmable feature keys," page A.26).

Manual day/night mode (Code 560)

The system's main greeting can be manually changed using a programmable feature key. Each time the key is pressed, the display switches among the following: *DAY, NIGHT, HOL* (holiday) or *AUTO* (*AUTO* indicates that the system will follow the day/night mode tables programmed by the Installer).

Note: The Administrator can also change the mode and/or re-record the holiday greeting remotely to handle unexpected closings, such as for inclement weather.

Headset key (Code 564)

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page A.15). Press the key to receive dial tone or to answer a ringing call. Press the key again (or press **RELEASE)** to disconnect from the call. The key will **blink** green when a call is ringing and **glow** green when connected.

Call forward key (Code 565 or 565XXX)

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number.

Background announce key (Code 569)

During call waiting, you can also make a brief, private **background announcement** (see "Background announce feature," page A.8) to the station's earpiece (if the station user has enabled the background announce feature). Press the key to talk and release when finished.

Personal greeting key (Codes 571–573)

These keys will provide for easy activation of one or more of your personal greetings. The key's LED will be green for the associated personal greeting that is active. These keys can be used in place of or in conjunction with manual activation of the greetings in Programming mode.

Voice mail operation

IVX provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you promptly retrieve and respond to your messages.

VOICEMAIL key

The **VOICEMAIL** key is used for direct access to all voice mail features, such as picking up messages or transferring directly to mailboxes. When you have messages waiting, it will blink red. When you are retrieving messages, it will glow green.

Personal greetings

Initially, your mailbox has a generic **greeting**: "*You have reached the mailbox for extension xxx. Dial* **0** *to reach the operator or begin recording at the tone."* You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Examples

Greeting 1: *"Hi, this is Bob. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can."*

Greeting 2: *"Hi, this is Bob. I'm outside of the office. You may dial* **122** *for my assistant. If you prefer, you may leave me a voice message at the tone — I'll be checking in regularly."*

Greeting 3: Hi, this is Bob. It's after normal business hours here, so please leave a message at the tone and I'll respond on the next business day.

Depending on auto attendant usage and your personal preferences, you **may** wish to include one or more of these options in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
8	To the main greeting (if your system is using the IVX auto attendant)
XXX	An extension number of another user

You can change any personal greeting as often as necessary, by just recording over a previously recorded personal greeting.

Warning: **Do not** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only **doesn't** revert to the initial default greeting, it also **will** turn off your mailbox.

Personal Greeting keys

You can program a Programmable Feature Key as a **personal greeting key** for any one of the three personal greetings. Once created, this shortcut can then be used to activate the associated personal greeting (the key's LED will glow green and the greeting played as confirmation).

Note: If you wish to re-record this greeting, press **RECORD** while the confirmation is playing and follow the prompts.

Leaving messages

If you call another station that is DND, busy or does not answer — or if you call a special mailbox (such as a guest mailbox) — you will be transferred to the mailbox. You can skip the mailbox's personal greeting by pressing **1**; this takes you directly to the record tone.

Directly in another user's mailbox

The procedure for going directly to another user's mailbox without ringing his/her extension depends upon whether you have that user's extension set as one of your station keys:

- If you do, press **VOICEMAIL** and then the person's station key.
- If you don't, press **VOICEMAIL and TRANSFER** and then dial the extension number.

Either will connect you directly to that user's personal greeting.

In several users' mailboxes using a Quick Group™

You can leave a direct message in several users' mailboxes at the same time by pressing **VOICEMAIL** and the desired station keys — thus creating a **Quick Group.** You can also move messages or recordings to a Quick Group in the same manner.

Note: You can use only station keys to select the additional mailboxes for Quick Groups.

Note: If you have a department programmed as a station key, pressing **VOICEMAIL** and then the department's station key will leave a message for all members of the department.

Live recording

RECORD key

To begin recording both sides of a conversation, press **RECORD**. The **RECORD** LED will "flutter" (blink rapidly) and the LCD will display *RECORDING*. Recording will continue until either you press **RECORD** again or the call is completed. You can record any conversation, including a conference call.

Note: The Installer may have programmed your system to insert a short tone every 15 seconds while recording.

You can also make a personal recording — useful for recording personal reminders, in office conversations or meetings —by lifting the handset or pressing **SPEAKER** and then pressing **RECORD**. Internal dial tone will stop and recording of your station will begin until **RECORD** is pressed again or you hang up.

Quick Move™

The **Quick Move** feature is perfect for those times when you are on a call you know would be more appropriate for one or more other, currently unavailable co-workers (for whose stations you have programmed station keys on your phone). While you record a conversation, you can **move** (not copy) the recording to other stations by pressing one or more station keys; each designated user's mailbox will receive the recording as a new message, but **your** mailbox will **not** have the recording. This feature saves you many steps when you know, while recording, that you want the recording to be saved in another user's mailbox. You won't need to access your mailbox, move the recording, and then delete the recording from your mailbox.

Playback of recordings

If you have recorded conversations, they will play after your old messages, or you can access them directly by pressing **VOICEMAIL, RECORD**. This will play back the recordings, starting with the newest recording. Recordings can be handled just like other messages (see below).

Message retrieval

Message(s) waiting display

If you have at least one **new** message, the **VOICEMAIL** LED will blink and your display will show the number of new and old messages in your mailbox.

```
10/12 11:09 AM
NEW  3  OLD  1
```

Note: Message status (shown in the example above as *NEW 3 OLD 1)* appears only when new messages exist.

Retrieving voice mail messages from your Digital Feature Phone

1. Press **VOICEMAIL**.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password," page A.24).
3. IVX will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left.

```
XYZ COMPANY 2:13
NEW  12:33 10/12
```

4. At the end of each message, IVX prompts you for instructions (see the chart, "Keys' functions during message retrieval from your Digital Feature Phone," *next page)*. Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.

Note: If, while picking up messages, you receive a call-waiting tone, hang up. When your phone rings, lift the handset and you will be connected to the waiting call.
Alternatively, you may simply press **RELEASE** when you hear the call-waiting tone.
This automatically connects you to the waiting call **without** your having to first hang up, then pick back up, the handset.

Note: If you hang up **during** playback of a message, the system saves that message **and** all others not deleted.

Exiting voice mail message playback

To finish playback of messages, simply hang up your phone (please see the second **Note** below step 4, *above)*.

Keys' functions during message retrieval from your Digital Feature Phone

Key	Function name	Description
1	Pause	Pauses for one minute **or** until you press **1** again.
2	Time and date/ number toggle	Toggles the bottom line of the display between the message's time/date and the caller's number.*
3	Reply	Replies to the originator of a message (possible **only** if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	Back up (rewind)	• When pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
5	Fast forward	Advances playback 4 seconds for each key-press.
6	Move	Moves a copy of the message to another user's mailbox. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page A.23).
9	Save	Saves the message (it will play as an old message the next time you retrieve messages).
0	Operator	Transfers you to the operator.
*****	Check other mailbox	Checks messages in another mailbox.
#	Send to other mailbox	Leaves a message in another mailbox.
REDIAL	Auto-callback	Exits your mailbox (without erasing the message) and automatically dials the number.*
ESI-DEX	Store	If Caller ID is present, saves to your Personal Dex for later use.*

* A local call may not be dialed correctly depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

Retrieving voice mail messages using another user's Digital Feature Phone

1. Press **VOICEMAIL** and then ***.
2. Dial your extension number.
3. Follow the procedures described in "Retrieving voice mail messages from your Digital Feature Phone" (page A.20).

Virtual Mailbox Key™

If you frequently pick up your messages from another user's Digital Feature Phone or have others help pick up your messages, you may want to program a programmable feature key on that phone as a **Virtual Mailbox Key** for your mailbox. When you have new messages, the key will blink rapidly; press it to connect automatically to your mailbox. This feature does not affect your ability to pickup messages from your own phone.

Note: Program the Programmable Key with **VOICEMAIL**, ***, and your extension number (see "Shortcut keys," page A.18).

Retrieving messages from an off-premises location

You can pick up messages when away from the office or from an analog station. Since the display is not available to you, message handling will operate slightly differently.

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press * and enter your mailbox number. If the operator or another user answers your call, have the person transfer you (by pressing **VOICEMAIL** and *, then pressing your station key [or entering your mailbox number] and then hanging up).
2. If required, enter your password.
3. IVX will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press * to disconnect.

Additional functions available during off-premises voice mail message retrieval

Key	Function	Description
2	Hear time/date	Pauses the message, plays the time/date when the message was left and resumes.
5	Access user programming	Access certain user-programmable features. **Note:** Fast forward is **not** available from a remote location.
8	Main greeting	Goes to the main greeting.
0	Operator	Transfers you to the operator.
*	Disconnect	Disconnects you from the system. Always press * before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).
#	Send to other mailbox	Leaves a message in another mailbox.

Pager notification

You can have the system call and activate your external pager whenever the first new message is left in your mailbox and repeat the page (at the interval programmed by the Administrator) until all new messages have been retrieved.

Note: Inputting or deleting the phone number that is to be called to activate your pager will turn the feature on or off.

Message Recycle Bin (un-delete)

IVX stores your most recently deleted 10 messages in a **Recycle Bin** to allow you to recover, or "un-delete," messages that may have been deleted in error.

You access the Recycle Bin through user programming (**PROG**/**HELP 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

User programming

All user-controlled features can be programmed from your station by following the voice-prompted menus to:

- Set or change the programmable feature keys (see "Programmable feature keys," page A.26)
- Enable/disable station options (see "Station options," page A.28)
- Set station ring tone or ring volume
- Set or record voice mail options
- Set paging number
- Recover messages deleted in error

Enter programming mode by pressing the **PROG/HELP** Key (your station will be placed in DND mode until you exit).

Voice prompts will play menu and sub-menu options to access the desired feature. You **don't** have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts (consult "User programming menu overview," *next page)*, you can quickly set any frequently used feature.

Example: Press **PROG/HELP 3 3 1** to enter programming and then turn on headset mode (**3 3 0** rather than **3 3 1** would turn off headset mode).

Programming help

During any of the programming steps, press **PROG/HELP** again to hear a more detailed description of the feature and related programming options.

Exiting programming mode

To exit programming mode, hang up.

Password

Your password may consist of 2–8 digits followed by # (*0* cannot be the first digit). The password will apply to station programming, voice mail retrieval and certain other features when activated. If you prefer not to have to enter a password, enter *0* as your password **or** select one of the following **password levels**:

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

User programming menu overview

1 Select personal greeting
- 1 Record
- 2 Delete
- 3 Hear

2 Programmable feature keys
(Station keys, line keys, speed-dial keys, other feature keys)

3 Station options
- 1 Call waiting
- 2 Personal greeting reminder
- 3 Headset operation
- 4 Outside dial tone preference
- 5 Hands-free answer
- 6 Message monitor

4 Station audibles
- 1 Station ring tone
- 2 Station ring volume
- 3 Message ring

5 Password
- 1 Record
- 2 Delete
- 3 Hear
- 4 Security level

6 External message notification
- 1 Enter
- 2 Delete
- 3 Hear

9 Un-delete

1 Select personal greeting

Select the desired greeting — *1*, *2* or *3*. The system will play the current greeting, followed by prompts to re-record, delete or hear again — **or** *select* the current greeting by pressing **#**.

1 Record personal greeting

Begin recording at the tone. Press **1** to stop. The new personal greeting automatically replaces the previous greeting.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

Warning: Your mailbox is disabled if no personal greeting exists. Never delete all of your personal greetings unless you then promptly record at least one new one.

3 Hear current personal greeting

---

2 Programmable feature keys

Once you've entered program mode and have reached the programmable feature key sub-menu (**PROG**/**HELP** **2**), you will be prompted to press the desired programmable feature key location, then dial the digits to program and then confirm by pressing the same programmable feature key again.

Esi-Dex for programmable feature keys

As above, when you have pressed the desired programmable feature key:

Use Esi-Dex to select a name/number to insert by using the Esi-Dex key (page A.12). You may use an entry from any of the three lists: Personal, Station, or System.

To help you further, a special fourth Esi-Dex selection, *FEATURE KEYS*, includes the functions and codes for automatic creation of function keys as described in the following section.

***To exit Esi-Dex during programming, press* *.**

How the programmable feature keys can be set

- **Line keys** — If a line number (1 through 6) is programmed, the programmable feature key becomes a line key providing the appropriate lamp information and manual outside-line access.
- **Station keys** — If the dialed digits input are a three-digit number, the programmable feature key will become a Station Key providing the appropriate lamp information and easy access or transfer. Three-digit numbers input can be:
  — *User extensions* (100–113)
  — *Department pilot numbers* (290–299)
  — *Guest mailboxes* (300–309)
  — *Broadcast Mailbox* (500)
  — *System speed dial numbers* (600–699)
- **Speed-dial keys** — In addition to programming a programmable feature key with a **system** speed-dial number, you can create **personal** speed-dial keys for automatic dialing of frequently called outside numbers. If you program **9** (or **8** or **7**) plus a phone number, the programmable feature key becomes a speed-dial key. When you program a speed-dial Key, there's no need to insert a pause after the *9* (or *8* or *7*). However, if a pause is necessary later in the dialing string, press the **CONF** Key to insert a 2-second pause. Additionally, you can press **FLASH** to insert a hook-flash or **the #** key to insert a #. The speed-dial number can be up to 24 **characters** long.
- **Other feature keys** — If you enter one of the following feature codes, the programmable feature key will serve as an enable/disable key for that feature. The Installer may have programmed certain stations for accessing additional features (consult the Administrator for your accessibility).

Code[5]	Key usage (with reference to page explaining feature)
199	Overhead paging (page B.3)
560	Manual day/night/holiday mode (page A.16)
564	Headset operation (page A.15)
565	Call forward (page A.7)
565XXX	Call forward to a specific extension (page A.7)
569	Background Announce
571	Personal Greeting 1
572	Personal Greeting 2
573	Personal Greeting 3

[5] *XXX* = extension number.

3 Station options

The **station options** sub-menu (**PROG**/**HELP 3**) lets you activate or deactivate several features your station can provide. At each option sub-menu, *1* enables the option and *0* disables it. (Each option listed below is explained elsewhere in this manual, as noted.)

1 Call waiting/background announce

See page A.8 for call waiting and page A.8 for background announce.

2 Personal greeting reminder

See page A.14.

3 Headset operation

See page A.15.

4 Outside dial tone preference

See page A.15.

5 Hands-free answer

See page A.3.

6 Message monitor

See page A.14.

4 Station audibles

The **station audibles** programming provides control of the following audible items:

1 Station ring tone

You can select from six possible tones to help distinguish it from other nearby ringing phones. Press ▼ or ▲ to select a tone, then press # to accept it.

2 Station ring volume

Press ▼ or ▲ to set the desired ringer volume (range: off to high), then press # to accept it.

3 Message ring

When enabled, this feature will periodically generate a short ring tone at your station as an additional alert that you have new messages.

5 Password

(See page A.24 for more details.)

1 Enter new password

2 Delete current password

3 Hear current password

4 Password security level

---

6 External message notification

1 Enter pager number

Enter the pager number (24 digits, maximum) followed by **#**. **Do not** include the line access code, **9** (or **8** or **7**). To insert a two-second pause, press **CONF**. To insert a "**#**" to be dialed, press **MUTE/DND**.

2 Delete pager number

When prompted, press **2** again to confirm deletion. The system will not page you until you enter a new pager number.

3 Hear current pager number

---

9 Message Recycle Bin (un-delete)

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as a new message.

> **Important:** The features described in the remainder of this document may not have been assigned to your station. If you have any questions about this, consult your System Administrator.

(This page included for pagination purposes only.)

Analog stations

If your station has been installed as an **analog station,** it will be able to use only standard-type telephones. Because these phones are not digitally integrated to the phone system like the IVX Digital Feature Phones, their operation and capabilities will be different.[6]

Tip: To use a cordless phone in conjunction with a Digital Feature Phone, program a programmable feature key to easily call forward calls to the cordless phone when out of your office. Have the Installer program the cordless phone's station programming to forward calls not sent to the mailbox associated with your Digital Feature Phone.

Flash

A flash-hook, or FLASH — a momentary break in the connection — is required to perform many of the station operations below. You can generate a FLASH by momentarily depressing the hook switch (or, if your phone is so equipped, press the special key on your phone).

Analog station operation

Placing calls

When you first lift the handset you will hear internal dial tone. Dial **9** (or **8** or **7**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

Transfer of outside calls

While connected to an outside call, FLASH and dial the extension number. Hang up immediately to perform a blind transfer, wait until the called party answers, announce the caller and then hang up. If the transferred-to party does not answer, FLASH to be reconnected to the original caller.

Conference

You cannot originate a conferences from an analog station. Instead, transfer the call to a Digital Feature Phone and initiate the conference from that phone.

Transfer a call to a mailbox

To transfer an outside caller to another user's mailbox, FLASH and dial **#** and the mailbox number. You and the caller will be connected to that user's personal greeting. You may choose to hang up immediately or listen to a portion of the personal greeting to assure yourself that you have placed the caller into the correct mailbox. If not, FLASH to exit the mailbox and be reconnected to the original caller.

Note: Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transfer a call to the main greeting

To transfer an outside caller to the main greeting, FLASH, dial **#** and hang up.

[6] If you're not sure about the installation of your station, contact your Administrator.

Transfer a user to his/her mailbox

To transfer to his/her mailbox a user who's calling from the outside to pick up messages, FLASH, dial *****, and the appropriate mailbox number and hang up.

Call forwarding

Your station will call-forward your phone when it is busy or does not answer to your mailbox. In addition you can temporarily call-forward all of your calls to another station or another user's mailbox.

Lift the handset, dial **5 6 5** and dial the extension number (or # and the mailbox number) to which the system should forward all calls.

Note: If the forwarded-to station is busy or does not answer a forwarded call, IVX will return the call to your mailbox.

To turn off call forwarding, dial **5 6 5** *without* selecting a destination, and hang up.

Call pick-up

A call ringing at another station can be picked-up by pressing ***** and dialing the extension number. Dialing *** 0** will answer the longest ringing outside call.

Call waiting

If you are on a call, a second call to your station will generate a call waiting tone in your earpiece. FLASH to toggle between the original call and the call waiting. To drop either call, hang up while connected to the call to be dropped. When your phone rings, lift the handset and you will be reconnected to the other caller.

Call park

Park is used to place callers on "hold" for retrieval from **any** station within IVX.

To park a call

While on an outside call, FLASH and dial *** * ***. A short voice prompt will tell which line number the parked call is using; you will then receive internal dial tone.

To retrieve a parked call

From internal dial tone, dial *** *** and the line number on which the call is parked.
Dial *** * 0** to answer the oldest parked call in the system.

Park recall

If a parked or held call is not retrieved during the period of time (set by the Installer), it will recall to your phone if your station is idle. You will hear three short ring tones. Lift the handset; you will be connected to the parked call.

If you are on a call when the recall occurs, you will hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer).

Page

This key allows for paging through an overhead paging system and/or designated available telephone speakers.
Press **#** and **0** to access all available stations.
Press **#** and **1, 2** or **3** to access a programmed paging zone.

Note: A page will not be output to the speakers of phones in use.

Tip: To page for pick up of an outside call, park the caller by dialing *** * ***. A voice prompt will indicate the line number. Then page the person and announce the line number for retrieval. For example: "John, you have a call on Park 1. John, pick up Park 1, please."

Voice mail operation from an analog station

IVX will provide accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

Personal greetings

Initially, your mailbox has a generic greeting "*You have reached the mailbox for extension xxx, dial zero to reach the operator or begin recording at the tone."* You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Example:

Greeting 1: *"Hi, this is Bill; I'm away from my desk or on the phone. Dial zero for the operator or leave me a detailed message at the tone and I'll respond to it promptly."*

Greeting 2*: "Hi, this is Bill; I'm out of the offic. Dial 122 for my assistant or leave me a message at the tone; I'll be checking in regularly."*

Following is a list of options that you may wish to include in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone
8	To the main greeting (if your system is using IVX's built-in auto attendant)
XXX	[An extension number of another user]

Shortcut: When leaving a message in another mailbox, press **1** during the personal greeting to advance directly to the record tone without having to listen to the remainder of the greeting.

You can change the personal greetings as often as necessary by recording over a previously recorded personal greeting.

Warning: Deleting your personal greeting will not revert to the initial default greeting but will turn your mailbox off.

Message waiting indication

If you have new messages, you will hear a short prompt "You have messages" and then internal dial tone whenever you lift the handset to place a call. You can choose to retrieve your messages then or place the call.

Retrieving messages

You can pick up messages from your station, when away from the office or from another user's Digital Feature Phone.

1. Lift the handset, and then dial ***** followed by your extension number. If calling from the outside, at the Main Greeting, press ***** and input your extension number or have the operator transfer you by pressing **VOICEMAIL**, ***** , and entering your extension number.
2. If required, enter your password. IVX will announce the number of new and old messages and will start playback of messages with the oldest new message and continue until all messages and recordings have played.

Note: If, while picking up messages, you receive a call waiting tone, hang up, lift the handset and you will be connected to the waiting call. If you hang up during the playback of a message, the message will be saved.

Voice prompted instructions will be played at the end of each message. Once you've learned these prompts (see the chart, "Additional functions available during analog station voice mail message retrieval," *next page)* you can proceed more rapidly by pressing one of the following keys any time during the message or during a prompt.

Leaving messages

If you call another station that is DND, busy or does not answer — or if you call a special mailbox (such as a guest mailbox) — you will be transferred to the mailbox. You can skip the mailbox's personal greeting by pressing **1**; this takes you directly to the record tone.

Directly in another user's mailbox

From internal dial tone, dial **#** and the extension number and you will be connected directly to that extension's personal greeting.

Additional functions available during analog station voice mail message retrieval

Key	Function	Description
1	Pause	Pauses for one minute or until 1 is pressed again.
2	Hear time/date	Pauses the message, plays the time/date of when the message was left and resumes.
3	Reply	Replies to the originator of a message (if from a user in the system). Record your reply at the tone; press **1** to stop. You will be returned to your mailbox and the original message.
4	Back up (rewind)	When pressed during message playback, rewinds 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
5	Access user programming	Accesses user programming menu.
6	Move	Moves a **copy** of the message to another user's mailbox. To move the message without an introduction, press **6** when prompted. To add an introduction, press **1** when prompted, When you've finished your recording, press **1** to stop; You will be returned to the original message in your mailbox.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page A.23).
8	Main greeting	Goes to the main greeting (if your system is using IVX's built-in auto attendant)
9	Save	Saves the message (it will be played as an old message the next time messages are picked up).
0	Operator	Transfers you to the operator.
#	To other mailbox	To leave a message in another user's mailbox.
*	To disconnect	Always press * before hanging up (if you press it **during** playback of a message, the message and any other unsaved messages will be saved).

Retrieving messages from another user's Digital Feature Phone

Press **VOICEMAIL**, ***** , and dial your extension number. Follow the procedures described previously (see page B.4).

Virtual Mailbox Key™

If you frequently pick up your messages from another user's Digital Feature Phone (or allow that person to pick up your messages), you may program a programmable feature key on that phone as a Virtual Mailbox Key for your mailbox. When you have new messages, the key will blink rapidly. Press it to connect automatically to your mailbox.

Program the programmable key with **VOICEMAIL**, ***** and your extension number.

Analog station programming

After logging into your mailbox (pressing ***** followed by the mailbox number), dial **5** to program.

1 Select personal greeting

Select the desired greeting number: *1, 2* or *3*. The system will prompts to re-record, delete, hear, or select as the current greeting by pressing **#**.

1 Record personal greeting

Begin recording at the tone; press 1 to stop. The new personal greeting automatically replaces the previous greeting.

Note: Your mailbox will be disabled if no personal greeting exists.

2 Delete personal greeting

When prompted, press 2 again to confirm deletion.

Warning: Don't delete **all** of your greetings. If you do, the system will turn off your mailbox until at least there is once again at least one greeting.

3 Hear current personal greeting

5 Password

The password will apply to station programming, voice mail retrieval and certain other features (when activated).

1 Enter new password

Your password may consist of 2–8 digits followed by # (*0* cannot be the first digit). Entering *0* as the sole password will turn off the password requirement.

2 Delete current password

3 Hear current password

4 Password security level

Select one of the following password levels.

Selection	Result
0	No password required for access from any phone.
1	Password required only for remote access from the outside or other stations.
2	Password always required.

6 Pager notification

You can have the system call and activate your external pager whenever the first new message is left in your mailbox and repeat the page (at the interval programmed by the Administrator) until all new messages have been retrieved.

Note: Inputting or deleting the phone number that is to be called to activate your pager will turn the feature on or off.

1 Enter pager number

Enter the phone number for your pager, followed by **#** (24 digits maximum[7]). **Do not** include the line access code **9** (or **8** or **7**).

2 Delete pager number

When prompted, press **2** again to confirm deletion. The system will not page you until a new pager number is entered.

3 Hear current pager number

9 Message Recycle Bin (un-delete)

Each user's most recently deleted 10 messages will be stored in a **Recycle Bin** to allow the user to recover messages that may have been deleted in error.

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

[7] If pauses or other special dialing characters are required, contact the Administrator.

(This page included for pagination purposes only.)

Guest mailboxes

> **Important:** You are being assigned a special feature not explained in the regular station user guide or tutorial. Be sure to get your guest mailbox number from the Administrator.

Guest mailboxes *(300–309)* are perfect for personnel such as outside sales or manufacturing personnel who do not have an internal extension assigned to them but still need a mailbox. You can handle a guest mailbox as it were a regular extension (*i.e.,* list it in the directory, assign a programmable feature key for transfer to it, etc.).

Note: A guest mailbox must have at least one personal greeting recorded to be activated and able to accept messages.

Personal greetings

You can record up to three different personal greetings in your own voice indicating your availability to return calls. Also, you can change the personal greetings as often as necessary by recording over a previously recorded personal greeting.

Examples

Greeting 1: "*Hi, this is Sarah. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can."*

Greeting 2: "*Hi, this is Sarah. I'm outside of the office. You may dial* **122** *for my assistant. If you prefer, you may leave me a voice message at the tone — I'll be checking in regularly."*

Greeting 3: "*Hi, this is Sarah. It's after normal business hours here, so please leave a message at the tone and I'll respond on the next business day"*.

Following is a list of options that you **may** wish to include in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
8	To the main greeting (if your system is using the IVX auto attendant)
XXX	An extension number of another user

> **Shortcut:** When leaving a message in another mailbox, press **1** during the personal greeting to advance directly to the record tone without having to listen to the remainder of the greeting.

Warning: Deleting all of your personal greetings will turn your mailbox off.

Retrieving guest mailbox messages from a Digital Feature Phone

1. Press **VOICEMAIL**, *****, and the guest mailbox number.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password," page A.24).
3. IVX will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left.

   ```
   XYZ COMPANY 2:13
   NEW  12:33 10/12
   ```

4. At the end of each message, IVX prompts you for instructions (see the chart, "Additional functions available during voice mail message retrieval," *next page)*. Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.

Note: If, while picking up messages, you receive a call-waiting tone, hang up. When your phone rings, lift the handset and you will be connected to the waiting call.
Alternatively, you may simply press **RELEASE** when you hear the call-waiting tone.
This automatically connects you to the waiting call **without** your having to first hang up, then pick back up, the handset.

Note: If you hang up **during** playback of a message, the system saves that message **and** all others not deleted.

Exiting voice mail message playback

To finish playback of messages, simply hang up your phone (please see the second **Note** below step 4, *above)*.

Additional functions available during voice mail message retrieval

Key	Function name	Description
1	Pause	Pauses message playback. Press **1** again to resume playback.
2	Time and date/ number toggle	Toggles the bottom line of the display between the message's time/date and the caller's number.*
3	Reply	Replies to the originator of a message (possible **only** if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	Back up (rewind)	• When pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
5	Fast forward	Advances playback 4 seconds for each key-press.
6	Move	Moves a copy of the message to another user's mailbox. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page A.23).
9	Save	Saves the message (it will play as an old message the next time you retrieve messages).
0	Operator	Transfers you to the operator.
*****	Check other mailbox	Checks messages in another mailbox.
#	Send to other mailbox	Leaves a message in another mailbox.
REDIAL	Auto-callback	Exits your mailbox (without erasing the message) and automatically dials the number.*

* A local call may not be dialed correctly depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

Virtual Mailbox Key

If you frequently pick up messages from another user's Digital Feature Phone or have someone else monitor your mailbox, ask the user to dedicate a programmable feature key (see also "Programmable feature keys," page A.26) on his/her Digital Feature Phone as a **Virtual Mailbox Key** for your mailbox. Then, when **you** have new messages, the designated key on the **other** user's Digital Feature Phone will blink rapidly, whereupon you can press it to connect automatically to your mailbox. To set the programmable feature key as a Virtual Mailbox Key, press **VOICEMAIL** * [your guest mailbox number] — for example, if your guest mailbox number is *302*, press **VOICEMAIL * 3 0 2** on the other user's Digital Feature Phone.

Retrieving guest mailbox messages from a remote location

You can pick up messages when away from the office or from an analog station. Since the display is not available to you, message handling will operate slightly differently.

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press * and enter your mailbox number. If the operator or another user answers your call, have the person transfer you (by pressing **VOICEMAIL** and *, then pressing your station key [or entering your mailbox number] and then hanging up).
2. If required, enter your password.
3. IVX will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press * to disconnect.

Additional functions available during off-premises voice mail message retrieval

Key	Function	Description
2	Hear time/date	Pauses the message, plays the time/date when the message was left and resumes.
5	Access user programming	Access certain user-programmable features. **Note:** Fast forward is **not** available from a remote location.
8	Main greeting	Goes to the main greeting.
0	Operator	Transfers you to the operator.
#	Copy to other mailbox	Copies the message to another user's mailbox.
*	Disconnect	Disconnects you from the system. Always press * before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).

Programming your guest mailbox from a Digital Feature Phone

Press **PROG**, *****, and the mailbox number. You will be prompted to: record the greeting, change the password, enter an external paging number, or exit by hanging up.

---

1 Select personal greeting

Select the desired Greeting Number 1, 2, or 3. The current greeting will be played followed by prompts to re-record, delete, hear again, or select as the current greeting by pressing **#**.

1 Record personal greeting

Begin recording at the tone, press **1** to stop. The new personal greeting automatically replaces the previous greeting.

Important: Your mailbox will work only if at least one personal greeting exists for it.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion. (See "Important" note, *above*.)

3 Hear current personal greeting

---

5 Password

Your password may consist of 2–8 digits followed by *#* (*0* cannot be the first digit). The password will apply to station programming, voice mail retrieval and certain other features when activated. If you prefer not to have to enter a password, enter *0* as your password **or** select one of the following **password levels**:

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

1 Enter new password

2 Delete current password

3 Hear current password

6 Pager notification

You can have the system call and activate your external pager whenever the first new message is left in your mailbox and repeat the page (at the interval programmed by the Administrator) until all new messages have been retrieved.

Note: Inputting or deleting the phone number that is to activate your pager will turn the feature on or off.

1 Enter pager number

Enter the phone number for your pager, followed by **#** (24 digits maximum[8]). **Do not** include the line access code **9** (or **8** or **7**).

2 Delete pager number

When prompted, press **2** again to confirm deletion. The system will not page you until a new pager number is entered.

3 Hear current pager number

9 Message Recycle Bin (un-delete)

IVX stores your most recently deleted 10 messages in a **Recycle Bin** to allow you to recover, or "un-delete," messages that may have been deleted in error.

You access the Recycle Bin through user programming (**PROG**/**HELP 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

[8] If pauses or other special dialing characters are required, contact the Administrator.

Broadcast mailbox

Before we proceed: A note about Quick Groups

Any user can use the **Quick Groups**™ feature to send a message to any combination of users (for each of whom a station key has been programmed). The Broadcast mailbox will send a messages to all users in the system.

Introduction to the broadcast mailbox

The broadcast mailbox lets you send a "master" message to all station users **who have personal greetings recorded.** When you record a master message in the broadcast mailbox, IVX instantly copies it into the mailbox of each user who has recorded a personal greeting.

The master message remains in the broadcast mailbox until all users have saved or deleted their mailboxes' copies of the message. **If you delete the master message from the broadcast mailbox, all remaining copies will automatically be deleted from the members' mailboxes.**

Example: You have left a broadcast message reminding everyone of a company meeting for Friday. The following Monday, if the message is still in the broadcast mailbox (indicating that at least one of the parties has not deleted the message), you can delete it from the broadcast mailbox which will delete it from the mailboxes of all users who have not yet heard the message and deleted from their mailbox.

Anyone knowing the password for Mailbox 500 can leave a broadcast message. Initially the password is 500. Setting "0" as the password eliminates the password requirement.

Leaving a broadcast message

Call the mailbox number (500) and enter the appropriate password (if required).

Deleting a broadcast message from the broadcast mailbox

Enter broadcast mailbox programming by pressing **VOICEMAIL**, *****, and 500. You will hear any previously recorded broadcast messages not yet deleted by all member. Delete by pressing **7**. Exit by hanging up.

Programming the broadcast mailbox

Press **PROG/HELP**, *****, and 500. You will be prompted to record the mailbox greeting, or change the password. Exit by hanging up.

Virtual Mailbox Key™

To help monitor that all messages have been picked up, program a programmable feature key on any Digital Feature Phone as a **Virtual Mailbox Key** for the broadcast mailbox. When new messages exist, the key will blink rapidly; press it to connect automatically to the mailbox.

Program the programmable feature key with **VOICEMAIL**, ***** , and the mailbox number.

(This page included for pagination purposes only.)

Live outside calls • Operator station

Live outside calls

If your station has been designated to receive **live outside calls** — *i.e.,* those that have neither come through the IVX auto attendant nor been transferred — your Digital Feature Phone will:
(a.) Display that you are receiving an outside call
and
(b.) Ring with a double cadence (**internal** calls ring with a **single** cadence).

While you're on a call, additional live calls to your station will ring with a subdued ring.
To answer any additional calls, you must do **one** of the following:

- Disconnect from the current call.
- Transfer the current call.
- Place the current call on hold or park.

You can press **RELEASE** to drop a current call and automatically be connected to the next ringing call.

Note: If your station is able to receive **both** live outside calls and calls transferred to you from the auto attendant, you may wish to turn off call waiting at your station (to avoid confusion between a call waiting tone in your earpiece and a subdued ring from a live outside call).

Operator station

If your station number is 100 then it also serves as the **operator station**, you will also receive calls when a caller dials **0** in the auto attendant or from a station.

Your display will indicate that the call ringing is one of the following:

- A call for the operator — Someone dialed **0.**
- A call for your extension — Someone dial your extension number.

As the operator, you may be responsible to manually change the Day/Night Mode of the system; if so, you must program a programmable feature key to perform this (initially, the day/night mode key will be the leftmost key in the third row of programmable feature keys). Each time the key is pressed the display will change: *DAY, NGT, HDAY* or *AUTO*. If you select either *DAY, NGT* or *HOL*, the system will operate in day, night or holiday mode until you manually change it again. (If the Installer has programmed an automatic calendar, selecting *AUTO* will set the system to follow that calendar.)

(This page included for pagination purposes only.)

64-Key Expansion Console

The **64-Key Expansion Console** adds 64 more programmable feature keys to your station (for a station total of 80).

You program and operate the 64-Key Expansion Console exactly the same as you do the 16 programmable feature keys on your Digital Feature Phone.

To program the console:

1. Press **PROG/HELP** and then **2**.
2. Press the desired programmable feature key.
3. Dial the digits to program the key.
4. Confirm the programming by pressing, again, that same programmable feature key.

Note: The system will prompt you through steps 2–4 after you perform step 1.

See "Programmable feature keys," page A.26, for the options available.

Note: Only one key can exist per extension, feature or operation.
If you program a **second** key for the same extension, feature or operation, this automatically erases the first key so programmed, thus making it available for a new extension, feature or operation.

Hint: You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the console.

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